Pre-Procurement Market Engagement

PREVENTION & EARLY INTERVENTION SERVICES – VOLUNTARY & COMMUNITY SECTOR

London Tenders Portal Reference Number: DN661847

Terms of Reference and Instructions for participants

November 2023

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ENFIELD Council

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Appendix 1 – Draft High-Level Requirements (see separate PDF document)

Appendix 2 – Soft Market Testing Questionnaire (see separate MS Word document)

1. Introduction

This document is for the purposes of collecting pre-market information to support Enfield Council (the Council) with understanding the market for this sector relative to the subject matter.

2. Instructions

Please read the market engagement documentation and if you feel that your organisation can contribute to this pre-procurement market engagement, you can complete the Soft Market Testing (SMT) Questionnaire (***Appendix 2***) and return via the London Tenders Portal (LTP).

Please Note: This is pre-procurement market engagement and not a call for competition.

The following aspects are pertinent to this pre-procurement market engagement:

- To provide an outline of the key areas for the Prevention and Early Intervention Services, as outlined in the Draft High-Level Requirements (Appendix 1 refers)
- To understand market capability and capacity, along with its opinions regarding future delivery of the Prevention and Early Intervention services
- To help the authority to reconfigure and rationalise the services as may be appropriate.

For the avoidance of doubt, this pre-market engagement is for the purpose of conducting soft market testing and will not formally begin a procurement or constitute any commitment by the Council to undertake any procurement exercise. Furthermore, this phase does not form part of any pre-qualification or ranking exercise.

3. Market Engagement

Currently the Council is at an early stage in the development of its business proposals and service requirements. This is prior to formulating or commencing any formal procurement. We are therefore seeking input from the market as to what might be the most attractive and feasible way of scoping a future procurement opportunity for the services.

This pre-procurement phase provides an opportunity for the Council to obtain insight into how potentially interested organisations might approach the delivery of the services relative to the draft high-level requirements outlined within Appendix 1 of this Market Engagement documentation. It also gives useful early insight into the likely level of interest from the supply market.

Organisations will not be prejudiced by any response or failure to respond to the pre-procurement market engagement or failure to attend any follow up meetings that may be arranged at the absolute discretion of the Council.

Organisations must also note that a response to this pre-procurement market engagement does not guarantee an invitation to participate in this or any future procurement that the Council may conduct, nor that the Council will procure any such supply and services or accepts any proposals offered. Any procurement of the supply and services by the Council will be carried out strictly in accordance with the applicable procurement regulations and its own Contract Procedure Rules.

The Council has developed a SMT Questionnaire (separate document, Appendix 2) and are asking potentially interested organisations to complete it. At the absolute discretion of the Council, respondents may then be invited to meet with the project team to discuss in more detail their responses and key areas of interest for the Council.

As stated above, the outcome of this pre-procurement market engagement phase may inform an outline business case, with recommendations as deemed appropriate by the Council. These would be prepared in accordance with the Council's governance and approval procedures as required.

4. Background

In 2017/8 the Health Housing and Adult Social Care (HHASC) Service Development Team commissioned a programme of preventative support in Enfield. This was a central part of Council's response to the Care Act 2014 and the commitment to improve preventative and early intervention services and ensure the changing needs of the Enfield population are met. This replaced the existing HHASC Voluntary Sector funding.

Six Outcome contracts were procured to support the Prevention and Early Intervention priorities of ASC (Adult Social Care), which are due to expire 30 November 2024. The first four contracts commissioned were as follows:

- **Outcome 1: Helping People Continue Caring Service**
- **Outcome 2: Supporting vulnerable adults to remain living healthily and independently in the community including avoiding crises**
- **Outcome 4: Helping Vulnerable Adults to Have a Voice**
- **Outcome 5: People recover from illness, safe and appropriate discharge from hospital**

Two further Outcomes contracts were awarded in 2021 as follows:

- **Outcome 3: Supporting People to Improve their Health and Well-being and Improving Self-Management**
- **Outcome 6: Increased and improved information provision**

These services safeguard vulnerable individuals and ensure they receive fair and equitable treatment.

Services performed to support Carers under Outcome 1contribute to the Council fulfilling legal requirements under the Care Act 2014. All the organisations commissioned to undertake the Early Intervention and Prevention contracts are required to produce quarterly monitoring reports and maintain a good level of operational performance.

Service users' surveys undertaken quarterly has generally demonstrated high customer satisfaction and improvements to individual health and well-being. KPI reports demonstrate positive outcomes in relation to contractual requirements.

5. Current Position and Scope

National Strategic Drivers include:

- Care Act 2014
- People at the Heart of Care (2021)

Local Strategic Drivers include:

- Enfield Council Plan (2023-2026)
- Supporting Independence: A Local Prevention Strategy (2023-2027)
- Health & Wellbeing Strategy (2020-2023 Currently under refresh)
- Enfield's Market Position Statement (2019-2022 Currently under refresh)

Vision for the Future

Adult Social Care seek to engage with the VCS organisations to shape Prevention and Early Intervention functions for the future and help deliver national and strategic priorities as set out above. We seek to invest in the voluntary and community sector to find local solutions to protect and support vulnerable people in the community, in line with our Vision for Adult Social Care as set out below:

Working in partnership to develop safer, stronger, healthier communities in which people with illness and disability and their carers are connected to their communities, actively participate in community life and are helped to stay safe from abuse. We will do this by:

- Enabling people to maximise their potential and independence
- Supporting people to make informed choices
- Exploring new ways of working with people in a strength-based way
- Continuing to deliver joined up services which focus on the whole person and family/social networks
- Working with vulnerable people to help them get to where they want to be
- Working with people to develop and deliver the right services in the right place at the right time, when people do need them
- Working with people to help them stay healthier for longer
- Delivering value for money
- Acting on feedback we receive to develop and improve the services available

This vision will drive our approach to supporting independent living among older adults and adults with disabilities, which will hold **Prevention, Co-production** and **Strength Based** perspectives at its core.

Service position at present

The Council's current contracts for its Prevention and Early Intervention Services are due to expire November 2024. Undertaking pre-procurement market engagement provides a timely opportunity for the Council to review its future requirements, the delivery model and refresh its relationship with the provider market, enabling potential partnerships to develop within the market. It also enables the Council to consider how it might work differently to support the communities of the borough. This important phase shall allow the Council to rationalise its service requirements, identify synergies and remove duplication of activities where viable.

Target Population

The future Prevention & Early Intervention Services are intended to support **Enfield borough residents**, particularly residents requiring prevention and intervention services to support the avoidance or delay of care needs.

Key Stakeholders

The main stakeholders are the end users of the services being provided i.e., the residents of Enfield, supported by a range of voluntary and community organisations who have geographical and local knowledge of the borough's diverse communities and cultural needs and have the experience within the specified services.

6. Future Aims and Outcomes

Enfield has a diverse and well established Voluntary and Community Sector, accommodating over 650 voluntary organisations, community groups, faith groups, sports clubs, and uniformed groups across the borough. The Council recognises the unique position of local voluntary and community groups in supporting residents, and the value of this sector in contributing to the capacity and cohesion of the community.

Through the future commissioning of Prevention & Early Intervention Services, the Council aims to facilitate positive outcomes, consistent with the Adult Social Care (ASC) Supporting Independence Strategy and the White Paper (People at the Heart of Care). People living in the borough of Enfield will continue to have choice, control, and receive support to live independent and healthy lives.

An evidence-based approach shall inform the future commissioning of Prevention & Early Intervention Services. This shall include an analysis of gaps in services and changing service demand, informed, in part by this pre procurement market engagement.

ASC aims to find solutions that the market currently or potentially offers, along with the types of innovation or areas of best practice that are being developed and could meet current requirements and/or make improvements to current ways of working and business processes. The finding from this pre-procurement market engagement phase will contribute towards the formulation of a proposed structure of commissioning new services aimed at the voluntary and community sector supporting residents and preventing the

deterioration of their health conditions and avoiding the need for significant involvement from health and social care services.

Engagement and communication shall shape all stages of commissioning activity, to facilitate the delivery of user focussed services that maximise positive outcomes for the borough's communities.

It is envisaged that any new contract arrangements will run for up to 9 years with a review of the requirements, and appropriate adjustments to service provision over the lifetime of the contract(s) subject to performance and internal decision making and approvals.

Providers of the new services will have to demonstrate organisational capacity, financial viability, technical and personal infrastructure to assure sustainability over the lifetime of the new contracts.

Draft High-Level Requirements for future Prevention & Early Intervention Services are set out in Appendix 1.

7. Market Engagement Event

The Council invites organisations to attend an early market engagement event which includes the following:

1) A face-to-face / in-person market engagement event to be held on 29 November 2023 from 9:15 am to 12:15 pm at Park Avenue Resource Centre, 65c Park Avenue, Bush Hill Park, Enfield EN1 2HL.
2) Alternatively, interested organisations can attend a virtual market engagement event to be held on 30 November 2023 (where unable to attend the in-person event) from 9:30am to 12:30 pm via Microsoft Teams (please make sure you have this facility ahead of the event if you wish to attend this one).
3) Submission of a Soft Market Test (SMT) Questionnaire (Appendix 2) to be completed and submitted via the messaging page of the London Tenders Portal (www.londontenders.org) by 12:00 noon on 08 December 2023, the latest

The face-to-face and virtual market engagement events will be an opportunity for organisations to view a presentation by the Council staff outlining the expected service.

Please confirm your organisation's attendance and representatives' details via the LTP's messaging facility by 17 November 2023 5pm. Please note that the number of delegates will be limited to 2 individuals.

8. Indicative Timescales

An indicative timetable is summarised below:

Action	Date
Council publishes Prior Information Notice on the Find a Tender service portal	02 November 2023
Council publishes an Early Engagement Notice on the Contracts Finder portal	02 November 2023
Market Engagement Event (In-person)	29 November 2023
Market Engagement Event (Virtual)	30 November 2023
Receipt of SMT Questionnaires (12:00 Noon)	**08 December 2023**
Follow-Up Meetings (if requested by the Council)	December 2023 - January 2024
Market Engagement phase concludes	January 2024

Note: This timetable is indicative only. Whilst the Council does not intend to depart from the timetable, it reserves the right to do so at any time.

9. Summary

In this instance, the pre-procurement market engagement phase comprises:

- Seeking initial interest from the market, with submission of the SMT Questionnaire - your Questionnaire must be received by 12:00 noon on 08 December 2023 the latest.

- The option for organisations to attend the Market Engagement Event either face-to-face on 29 November 2023 or virtually on 30 November 2023 (via MS Teams) as per section 7 of this document.

- Note: attendance requests for both face-to-face and virtual Market Engagement Events (which should be no more than 2 representatives from each organisation) **must be received by 5pm on 17 November 2023.**

Any follow-up meetings (if requested by the Council) will be based on the questions contained within the SMT Questionnaire and key areas of interest.

10. Disclaimer

The information in this document and the related appendices is solely for the purpose of the Council's pre-procurement market engagement and SMT, and no representation, warranty, or undertaking is given by the Council as to its accuracy or completeness, and the Council accepts no liability in relation to this.

No information contained in the documents or in any communication made between the Council and any organisation in connection with its pre-procurement market engagement

phase and SMT shall be relied upon as constituting a contract, agreement or representation that any contract shall be awarded.

The Council reserves the right, at its discretion to:

a) Change this document and/or the procedure for the pre-procurement market engagement; and

b) Proceed, or not, with a subsequent procurement.

The Council will not treat as confidential, any information submitted in response to this process, and respondents should note that the Council is subject to the requirements under the Freedom of Information Act 2000 and the Environmental Information Regulations 2004 and may be obliged to disclose responses.

11. Soft Market Testing Questionnaire

Please refer to ***Appendix 2*** of this market engagement documentation (separate MS Word document).